

State of Montana
Department of Public Health and Human Services
PO Box 4210 Helena, MT 59604

VACANCY ANNOUNCEMENT

September 24, 2008

5 Page Document

TITLE: Administrative Support
POSITION NO: 30252
LOCATION: Child & Family Services Division, Missoula
STATUS: Full-time/Permanent
UNION: MPEA
PAY GRADE: Pay Plan 20, Pay Band 3
STARTING SALARY: \$20,426 - \$22,559 annually. Depending on qualifications and internal equity.
SUPPLEMENT: Yes

APPLICATION DEADLINE: State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to hhsea@mt.gov or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Wednesday, October 8, 2008.** For further information visit the DPHHS website: www.dphhs.mt.gov/jobs

SPEICAL INFORMATION: The person in this position must be able to handle the stress of clients in crisis; traumatic or controversial subject matter; and heavy workloads while maintaining a professional manner. Must be able to work appropriately with persons and providers outside the Department and function as a team player. Must be able to maintain strict confidentiality of conversations, printed materials, and electronic data.

Incumbent may need to transport clients and must have a clean driving record. **Applicant must have a valid driver's license, proof of current auto insurance coverage, and access to a vehicle. Mileage reimbursement applies for all travel performed as part of the job. The successful applicant will be required to sign a Driving Release Record Form.**

CRIMINAL RECORDS AND CHILD PROTECTIVE SERVICES BACKGROUND CHECK: All successful applicants will be required to sign a release form, which authorizes the department to conduct a criminal record review to determine whether the applicant has been convicted of any criminal acts that are directly related to the responsibilities of the prospective job. The department will also conduct a child protective services check to determine if

the applicant has any involvement with the CPS system, which would be relevant to the position.

TYPICAL DUTIES: This position is responsible for providing clerical and administrative support services to division social workers regarding foster care, investigative, and licensing functions. The person in this position works closely with county social workers and supervisors to act as a liaison between division social workers and other divisions within the department, the County Attorney's office, and numerous other community based providers/partners to ensure smooth coordination in the provision of services to ensure the safety, well-being, and permanency of children brought to the attention of the division. Specific duties may include filing, greeting the public, answering the phone, ordering supplies, and typing correspondence.

KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:

Knowledge: Knowledge of social services system; office practices and procedures; and business English, legal terminology, spelling, editing, and composition.

Skills: Skill in the use of a personal computer with software such as Word and Excel; use of a copy machine, transcriber, and a digital phone system; organization; and proficiency in composing business and legal correspondence.

Abilities: Ability to maintain strict confidentiality guidelines; work well independently; set priorities; make decisions; be assertive; adjust to constant change; be sensitive to clients and staff in emotionally charged situations; relate to the immediate needs of others; and work under stressful conditions and demanding timelines.

EDUCATION/EXPERIENCE REQUIRED: High school diploma (or GED) **AND** one year of job-related clerical/administrative work experience in an office setting.

APPLICATION AND SELECTION PROCESS: This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, rev.05/03 or later);
2. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required

- documentation includes a DD-214 or PHHS Certification of Disability form;
3. Photocopy of transcripts (if applicable) for any coursework at a college or technical school. (**Only coursework/degrees from an accredited college or university recognized by the US Department of Education are acceptable to meet education requirements*). **If applicant has difficulty obtaining transcripts you will be given a five-day grace period to submit them to our office after the closing date to:** HUMAN RESOURCES, PO Box 4210, Helena MT 59604; and
 4. Supplement question.

Applications will be rejected for late, incomplete or unsigned application materials.

COMPENSATION: Eligible state employees are also provided paid health, dental, and life insurance. Other benefits include vision insurance, a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

IMMIGRATION REFORM AND CONTROL ACT: In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

REASONABLE ACCOMMODATIONS: Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

SELECTIVE SERVICE COMPLIANCE CERTIFICATION: All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.

SUPPLEMENT QUESTION

Department of Public Health and Human Services
Title: Administrative Support
Position: #30252
Location: Child & Family Services Division, Missoula

This supplement will be reviewed separately from the state application you submitted, and it will become a further basis for our evaluation of candidates. Your response to this supplemental question must be printed clearly or typed on standard 8.5 x 11 inch paper. Your response should be clear, concise and numbered. Since your response will be reviewed separately from your state application, please repeat any information that may appear on it or your resume rather than writing 'see my resume or application.'

QUESTION

NOTE: Your answer to the following question must be specific as to dates and employers. If this supplement is used as a screening tool, your answer may be rated based on months or years of experience. Reference will not be made back to your state application or resume.

1. It will be your responsibility in this position to set up and maintain client files and computer files. What steps or procedures would you use to do this? Do you have experience with this in previous positions you have held? Please describe procedures you used in your previous position(s).